

## HUMAN SERVICES PROGRAM COORDINATOR

### KIND OF WORK

Advanced professional work in administering human services programs.

### NATURE AND PURPOSE

Under administrative direction, an employee in this class coordinates the administration-wide policy, legislation, strategic planning, and program work. Develops new programs and services, has broad impact in recommendations or decisions. Function with a scope of responsibility that crosses state agency lines or encompasses all aspects of a particular program's operation across multiple administration lines. This combines highly complex program and administrative duties in statewide planning, implementation and assessment of performance. Performs other duties as required.

### DISTINGUISHING CHARACTERISTICS

The Human Services Program Coordinator classification is distinguished from the Human Services Program Consultant by a variety of characteristics such as the impact of recommendations or decisions on the organizational unit policies and programs, degree of political/public sensitivity and scrutiny, organizational structure and complexity. Employees in this class are high level contributors that have a broad understanding of involved practices and precedents and provide consultative services. They function with a scope of responsibility that crosses state agency lines or encompasses all aspects of a particular program's operation across multiple administration lines. This class exercises considerable freedom to act and consults management only where matters such as policy development and coordination, intermediate/long range planning and budgeting, and expenditure of funds is involved. The class periodically reports to a manager to discuss work progress or new problems that require administrative advice.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Establishes program goals and objectives.

Provides work direction and coordinates the activities of staff, consultants, contractors and other state agencies as it relates to the program. Monitors and reports on work performance to determine overall conformity, to establish timetables and quality standards and to document and communicate production levels and training needs.

Coordinates an annual public administration plan.

Develops and implements financial reporting systems for state, federal and other funding sources by preparing budgets for all program requests, financial plans and expenditure reports; establishing accounting and documentation procedures; and by assisting other governmental agencies with recording procedures under program guidelines.

Consolidates multiple public program activities to ensure their efficient and effective administration.

Facilitates or directs the facilitation of groups in resource identification, in problem identification, strategic and operational system requirements, problem solving, project or product evaluation and methodological analysis. Integrates findings into program administration.

Oversees and participates in the development of comprehensive legislation, policy, program guidelines, procedures and standards.

Develops, processes and conducts assessments of program activities to determine if the program is achieving its objectives and prepares progress reports on accomplishments and results achieved. Proposes solutions to resolve problems discovered during the assessments.

Collects, organizes and analyzes program activity data. Retains program records and files including those specified by regulation.

Represents the state at meetings with other governmental officials to ensure program guidelines are communicated.

Provides expert consultation with a comprehensive understanding of all procedural and technical aspects of program activities.

Testifies before departmental policy committees and recommends appropriate actions.

Conducts detailed and comprehensive studies of governmental programs to inform senior management and client groups and to identify program needs and future program services.

### KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

Qualitative and quantitative analysis sufficient to evaluate program results, critique the analytical methods of other public program professionals and design and develop public program guidelines and standards.

Governmental budgeting and legislative processes sufficient to demonstrate political astuteness to support current programs, coordinate complicated program initiatives, plan for contingencies and establish working agreements and priorities.

Law and administrative procedures sufficient to serve as a technical expert before departmental policy committees, other public forums and national conferences.

Public policy principles and administration theory sufficient to oversee the design, implementation and evaluation of public program and financial reporting systems.

Project planning and operations sufficient to organize projects and negotiate for all human, financial and technology resources to ensure the successful completion of the project.

Skill in:

Human relations sufficient to build networks of colleagues throughout the public and private sectors and to effectively persuade clients, interested parties in the private sector, and other government officials by understanding complex and oftentimes, competing relationships and political agendas.

Listening necessary to elicit opinions, ideas and identify issues.

Ability to:

Provide focused feedback, direct work, coach, advise and teach.

Develop and direct large scale research and development projects involving other state agency staff.

Ability to organize and develop detailed individual project work plans and prioritize work.

Ability to manage projects and facilitate a consensus among the variety of agencies, interest groups and constituents represented.

Design and develop financial and program reporting systems and appropriate documentation.

Write reports, bulletins, procedures, rules, and correspondence sufficient to describe, promote and justify current and future program initiatives and outcomes.

Analyze, interpret, and articulate technically complex statistical, financial and/or policy and procedure information

Analyze, interpret, and draft technically complex rules, legislation, reports, contracts, and responses to policy inquiries

Communicates orally sufficient to mobilize action to achieve organizational goals to coach and advise other program staff, to speak to individuals and groups to resolve differences of opinion and to testify before departmental policy committees and at other public forums.

Adapt to continuous organizational and program changes sufficient to work constructively under pressure and cope with ambiguity and setbacks.

Est.: 7/92 (no class spec)

Etab Class Spec.: 4/17

T.C.: 4/17

Former Title(s): Reimbursement Rates  
Setting Specialist